GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

STARRED QUESTION NO:184
ANSWERED ON:11.12.2008
REFUND OF FARES BY AIRLINES
Adhalrao Patil Shri Shivaji;Jagannath Dr. M.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether many airlines are reluctant to refund money for the tickets cancelled well in time and adjust such refunds only against further travels within a cut off period;

(b) if so,whether these airlines are breaching the refund norms;

(c) if so,the details thereof along with the reasons therefor;

(d) the steps taken by the Directorate General of Civil Aviation against these airlines;

(e) whether the Government has issued new refund rules directing the airlines to follow them;

(f) if so,the details thereof;and

(g) the extent to which this will facilitate passengers to get refund within the stipulated time?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a),(b),(c),(d),(e),(f) and (g):- A Statement is laid on the table of the House.

STATEMENT IN REPLY TO PARTS (a),(b),(c),(d),(e),(f) and (g) OF THE LOK SABHA STARRED QUESTION NO.184 FOR ANSWER ON 11.12.2008 REGARDING REFUND OF FARES BY AIRLINES.

(a)to(g):- Directorate General of Civil Aviation (DGCA) has issued a Civil Aviation Requirement (CAR) Section 3,Series M,Part II stipulating the requirements for refund of air tickets to the passengers.In accordance with the requirements contained in the aforsaid CAR,the refund of air tickets is made under the following conditions:

In case of credit card payments,refund shall be made by the airlines within seven days of the cancellation to the account of credit card holder.

In case of cash transactions,refund shall be made immediately by the airlines office from where the ticket was purchased.

In case of purchase of ticket through travel agents,the arrangement for refund be left to the passenger and the travel agent.

Airlines shall necessarily return the PSF collected by them from the passengers on non-utilization/cancellation of tickets.

Airlines shall refund any charges such as congestion charge,fuel surcharge etc. alongwith the refund of the ticket,unless these are clubbed with basic fares.

When being offered tickets for future travel,passengers shall be allowed an option for refund of money instantly.

The airlines should indicate in an unambiguous manner the amount of refund of money admissible on cancellation of a ticket.For this purpose,the amount and its break-up may be indicated on the ticket itself or through separate form used for the purpose,and the policy and amount of refund shall also be displayed by the airlines on their respective websites.

In case of lost ticket coupons,the airlines shall take prompt action to refund the ticket amount after verification from their records.

Compliance of above mentioned CAR is mandatory for all the domestic scheduled airlines.